



CITY OF LODI

COUNCIL COMMUNICATION

AGENDA TITLE: Letters From MediaOne Regarding Rate Changes And Adjustment Of Telephone And Lobby Hours

MEETING DATE: November 18, 1998

PREPARED BY: City Clerk

RECOMMENDED ACTION: Information only, no action required.

BACKGROUND INFORMATION: The City Clerk's Office has received two letters from MediaOne regarding rate changes, which will be effective January 1, 1999, and adjustments of MediaOne's telephone and lobby hours, which will be effective December 7, 1998. (Exhibit A and B, respectively). This is information only, no Council action is required.

FUNDING: None


Alice M. Reimche
City Clerk

APPROVED: _____

H. Dixon Flynn -- City Manager



This is Broadband. This is the way.

Alice Reimche
City Clerk
City of Lodi
305 West Pine Street
Lodi, CA. 95241

October 30, 1998

Dear Alice Reimche,

This notice is to inform you of various adjustments we are making in our pricing structure effective January 1, 1999. All adjustments are in accordance with FCC requirements and regulations, and will lead to improvements in our network and continued excellent service. Please refer to the rate schedule below for details.

| | Current | New | Change |
|-------------------|---------|---------|----------|
| Basic Service | \$9.27 | \$9.25 | (\$0.02) |
| Expanded Service | \$2.92 | \$3.26 | \$0.34 |
| Satellite Service | \$18.11 | \$19.31 | \$1.20 |

The Platinum and Platinum Plus Packages will be converted to our new premium movie packages. Customers currently in these packages will be moved into the new package with the most comparable value, on January 1, 1999. Additionally, the Gold Package will be discontinued and it's only premium service, HBO, will be offered at the a la carte rate. The resulting changes in monthly rates are detailed below.

| Current Package | Current Rate | New Package/Service | New Rate | Change |
|---|--------------|---------------------|----------|--------|
| Gold Package (HBO) | \$11.00* | HBO (a la carte) | \$11.95 | \$0.95 |
| Platinum Package (Choice 1) | \$18.95 | Premium Select | \$19.50 | \$0.55 |
| Platinum Plus Package (Choice 1 w/Showtime) | \$23.95 | Premium Ultra | \$27.95 | \$4.00 |

Note: The Platinum and Platinum Plus package rate increases detailed above pertain to the premium network components of the packages only. *The Gold Package rate is HBO pricing only.

MORE VALUE

We are excited to announce that beginning January 1, 1999, STARZ! And Encore will be available together for just \$11.95 per month. Our customers will get exclusive, first-run movies on STARZ!, plus all-time favorites on Encore, for the price of a single premium movie channel!

We are committed to providing a high quality, competitively priced product at an excellent value. Our service offers many conveniences our competitors cannot, such as local broadcast channels; free, guaranteed-on-time service appointments; and affordable additional hookups.

A notice of the changes will appear in the Lodi Sentinel October 30, 1998, and will also be included with the customers bill 30 days in advance.

In 1999, we look forward to continuing the upgrade of our system so that we may bring you the best entertainment possible. We're proud to be part of the communities we serve and truly appreciate your business. If you have any questions, please call our Customer Service Department at 369-7451.

Sincerely,

Eileen Martin
Vice President and General Manager

EM/mm

cc: Karen Munro, MediaOne - Vice-President, Government and Public Affairs
Mary Bava, MediaOne - Manager, Public Affairs

1999 Rate Increase Lodi 102998

EXHIBIT A

RECEIVED
Time

NOV 03 1998

Alice M. Reimche
City Clerk
City of Lodi

EXHIBIT B



This is Broadband. This is the way.

RECEIVED
Time _____

NOV 05 1998
Alice M. Reimche
City Clerk
City of Lodi

November 4, 1998

Alice Reimche
City Clerk
City of Lodi
305 West Pine Street
Lodi, CA. 95241

Dear Alice Reimche,

At MediaOne we work to make our operation both efficient and effective. Adjusting our telephone and lobby hours will enable us to meet this objective.

Effective December 7, 1998 our hours will be as follows:

| Day | Phone Hours | Lobby Hours |
|-------------------|------------------------|------------------------|
| Monday – Thursday | 9:00 a.m. – 6:00 p.m. | 9:00 a.m. – 5:30 p.m. |
| Friday | 10:00 a.m. – 6:00 p.m. | 10:00 a.m. – 5:30 p.m. |
| Saturday | 10:00 a.m. – 2:00 p.m. | 10:00 a.m. – 2:00 p.m. |

In preparation for this change we will communicate this information to our customers through a variety of print and audio messages.

We intend to continue our commitment to provide 24-hour service response by maintaining additional personnel in our Dispatch operation.

Please feel free to contact us if we can provide additional information.

Sincerely,

Eileen Martin
Vice-President and General Manager

EM/mm

cc: Karen Munro, MediaOne - Vice-President, Government and Public Affairs
Mary Bava, MediaOne – Manager, Public Affairs

SA_Lodi_TP Lobby_Phone Hours 110598